



# Town of Gilbert Consolidated Annual Performance and Evaluation Report (CAPER)

## 2020-2021

Community Development Block Grant  
Home Investment Partnership

September 28, 2021

Additional information related to this report is available upon request at:

Community Resources  
Town of Gilbert  
50 E Civic Center Dr.  
Gilbert, AZ 85296

(480) 503-6956 Voice  
Email: [jennifer.lauria@gilbertaz.gov](mailto:jennifer.lauria@gilbertaz.gov)

## Table of Contents

<b>CR-05 Goals and Outcomes .....</b>	<b>1</b>
Table 1 - Accomplishments – Program Year & Strategic Plan to Date.....	4
<b>CR-10 Racial and Ethnic Composition .....</b>	<b>6</b>
Table 2 – Table of assistance to racial and ethnic populations by source of funds .....	7
<b>CR-15 Resources and Investments 91.520 (a) .....</b>	<b>7</b>
Table 3 – Resources Made Available.....	7
Table 4 – Identify the geographic distribution and location of investments.....	7
<b>CR-20 Affordable Housing 91.520 (b) .....</b>	<b>10</b>
Table 5- Number of Households .....	10
Table 6- Number of Households Supported .....	10
Table 7 – Number of Persons Served .....	10
<b>CR-25 Homeless and Other Special Needs 91.220 (d,e); 91.320 (d,e); 91.520 (c) .....</b>	<b>12</b>
<b>CR-30 Public Housing 91.220 (j)-(k); 91.320 (1)-(j) .....</b>	<b>16</b>
<b>CR-35 Other actions 91.220 (j)-(k); 91.320 (i)-(j) .....</b>	<b>17</b>
<b>CR-40 Monitoring 91.220 (d,e); 91.520 (c) .....</b>	<b>20</b>
<b>CR-45 CDBG 91.520 (c) .....</b>	<b>22</b>

### Attachments

1. Gilbert Accomplishment Summary
2. Reports
3. Public Notice Information

## **CR-05 - Goals and Outcomes**

### **Progress the jurisdiction has made in carrying out its strategic plan and its action plan.**

#### **91.520(a)**

This could be an overview that includes major initiatives and highlights that were proposed and executed throughout the program year.

For the Fiscal Year 2020-2021 and the first year of the consolidated plan, it was proposed that Gilbert would utilize funds for the Emergency and Minor Home Repair Program to alleviate health and safety hazards for sixty (50) Gilbert homeowners, begin construction for the repair and replacement of sidewalks in the Heritage Center that are not ADA compliant, begin the process of an ADA kitchen renovation at a special needs group home and to remove a vacant and blighted structure. Additional funds were also allocated to the existing exterior renovation at the Heritage Center to assist with updating the playground area.

The Town is required to publish a Consolidated Annual Performance and Evaluation Report (CAPER) detailing accomplishments achieved through CDBG program activities. The report also includes outcomes achieved through the expenditure of General Funds allocated by the Town of Gilbert to support the delivery of services to Gilbert residents.

### **Comparison of the proposed versus actual outcomes for each outcome measure submitted with the consolidated plan and explain, if applicable, why progress was not made toward meeting goals and objectives. 91.520(g)**

Categories, priority levels, funding sources and amounts, outcomes/objectives, goal outcome indicators, units of measure, targets, actual outcomes/outputs, and percentage completed for each of the grantee's program year goals.

Goal	Category	Source / Amount	Indicator	Unit of Measure	Expected – Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected – Program Year	Actual – Program Year	Percent Complete
Demolition Program	Non-Housing Community Development	CDBG: \$	Buildings Demolished	Buildings	1	0	0.00%	1	0	0.00%
Emergency & Minor Home Repair	Affordable Housing	CDBG: \$	Homeowner Housing Rehabilitated	Household Housing Unit	250	75	30.00%	50	75	150.00%
Home Accessibility Modifications	Affordable Housing	CDBG: \$	Rental units rehabilitated	Household Housing Unit	1	0	0.00%	1	0	0.00%
Home Accessibility Modifications	Affordable Housing	CDBG: \$	Homeowner Housing Rehabilitated	Household Housing Unit	0	1		0	1	
Public Facilities, Improvements and Infrastructure	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	5000	715	14.30%	550	715	130.00%
Public Services	Non-Homeless Special Needs		Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	5000	307	6.14%	5000	307	6.14%
Public Services	Non-Homeless Special Needs		Homelessness Prevention	Persons Assisted	0	169		0	169	

**Table 1 - Accomplishments – Program Year & Strategic Plan to Date**

**Assess how the jurisdiction's use of funds, particularly CDBG, addresses the priorities and specific objectives identified in the plan, giving special attention to the highest priority activities identified.**

Gilbert conducted a new Community Needs Assessment, finalizing the results in December 2019. This needs assessment was designed to review progress to date from the 2014 Needs Assessment and help identify continued or new gaps in resources, plus prioritize populations in need of additional services in Gilbert. Individuals in need of mental health and substance abuse treatment, Survivors of domestic violence, sexual assault and abuse, and human trafficking, Families in crisis, Homeless individuals and families and Low to moderate income individuals and families were identified as the top five populations in need residing in Gilbert.

A critical piece to note in the prioritized list of recurrent needs common to all population groups is additional safe, affordable housing options. With this in mind, one of the highest priority activities utilizing CDBG to meet community needs is the mission to provide a suitable living environment by revitalizing low- to moderate income neighborhoods and generating affordable housing opportunities. Specifically, Gilbert's Emergency and Minor Home Repair program assisted low and moderate residents with alleviating health or safety hazards in their home. Of those residents, 50% were very low income, 34% were low income and 16% qualified as moderate income and a total of \$428,438.49 of CDBG funds were used in support of the program. The emergency and minor home repair program (EMHR) assisted seventy five (75) homeowners during the year, far exceeding the original goal. The EMHR program was successful in repairing and replacing HVAC systems (19%), making plumbing repairs (24%), assisting with roof replacements or repairs (14%), electrical (7%), and other multi-discipline repairs for low- and moderate-income residents. The program continues to meet and exceeded the total number anticipated and with the number of households assisted this year. In order to meet and complete the demand for service, all allocated funding of \$350,000 was utilized on the program in addition to \$20,284 from administration and \$89,300 was allocated to the program from the CDBG-CV1 & CV3 special funding sources. Of the special funding sources \$58,153.50 was utilized this year with the balance of \$31,146.50 carried forward for use next year.

The ADA Sidewalk repairs focus is in the Heritage District and the first phase is Zone 5 of the ADA Assessment Report that was completed in November of 2018. Zone 5 is bounded by the UPRR to the north, Gilbert Road to the east, Elliot Road to the south and the Boys and Girls Club to the west. Design plans were at 100% by June 2021 and it is anticipated that construction will begin in Fall of 2021. As a result of increased construction costs resulting in high bids, the scope of the project was reduced and the project was put out to bid a second time in order to receive a viable bid.

The ADA kitchen repairs project is underway. Project management services are being utilized to prepare a scope of work for the services at the ARC center. This project is being done in cooperation with the City of Chandler and ARC. Construction is anticipated to begin by the end of the year.

The project involving the removal of the blighted structure was cancelled. Prior to implementation, there was a fire that destroyed the structure. The funds will be reallocated to another need.

The Heritage Center began operation in June 2018 and includes AZCEND- CAP office and Family Resource Center, WIC, Southwest Behavioral and Health Services and Dignity Health Foundation Children's Dental Clinic, Hearing and Vision Screening Program, Immunization Clinics and Healthier Living workshops. Total served this past program year of all services was 14,679 individuals and included 213 therapy sessions, 3,391 nutrition education sessions, 2,794 direct financial assistance payments and 1,513 parent/child contacts.

With the continued high use of the Heritage Center it was identified that patrons had difficulty in accessing the building due to poor wayfinding and ADA compliance of the exterior. The master plan design concept was started in 2019 and conceptual plans were completed in June 2020. During design it was determined that there were significant draining concerns that could not be rectified through simple grading and additional designs were necessary to solve the flooding problems. This issue will have to be addressed prior to beginning construction. Additional funding will also be necessary to complete the project due to this finding. It is anticipated that final construction plans will be complete in 2021 and improvements will begin at that time.

Gilbert was also allocated \$568,026 in CDBG-CV funds as well as \$1,125,188 in CDBG-CV3 funds. CV funded activities include:

The Emergency Home Repairs - Gilbert utilized \$39,300 to alleviate health and safety hazards for (6) Gilbert homeowners. Emergency and minor home repairs include repairing or replacing HVAC systems, repairing plumbing or electrical hazards, roof leaks, broken glass, installing fire detectors, and repairing trip hazards. Repairs may also include removing ADA accessible barriers in the home such as bathtub to roll in shower conversions, widening doorways or building wheelchair ramps.

A New Leaf Homeless Services - offers emergency shelter for men at the East Valley Mens Center (EVMC) and families at the La Mesita Family Shelter and Autumn House Domestic Violence Shelter. Located in Mesa, each program provides shelter and basic needs for residents up to 120 days. Additional support services such as physical/behavioral health, workforce development, transportation, education/skills, financial literacy, legal aid and housing assistance are available to shelter residents. In FY 20/21, 19 Gilbert residents received emergency shelter and support services.

Court Advocacy Program - A New Leaf's Domestic Violence Court Advocate Program supports victims with filing orders of protection and provides court accompaniment, safety planning and resources for services. 19 Gilbert residents were served.

Eviction Prevention - The Save the Family program benefited a limited clientele of moderate to low income Gilbert families in crisis who were in imminent danger of eviction due to non-payment of rent and/or utilities, caused by loss of income resulting from the COVID-19 Pandemic. Funding for housing

retention and stabilization services is to prevent the homelessness of at least 45 unduplicated Gilbert residents in 15 or more households, thus preventing an increased spread of this infectious disease. Funds will also provide case management, financial coaching and referrals to at least 15 adult Gilbert residents. 45 Gilbert residents were assisted with this program. The program funding was expended by March 2021. 100% of the 45 clients served through this grant successfully exited to permanent housing without additional subsidies as they left the program.

Community Action Plan - The Gilbert CAP through AZCEND provided financial assistance to prevent evictions and provide case management, financial coaching and referrals to other community resources for Gilbert families in crisis. 163 individuals have been assisted this program year. The program will continue into program year 2021 until funds are fully expended.

Home Delivered Meals - AZCEND Senior Nutrition Program provided hot, nutritionally balanced meals to Gilbert residents who are either elderly or disabled. Meals were provided through meal delivery option for those who are homebound, providing not only a meal, but a wellness check to ensure their safety and wellbeing and helping participants maintain independent living and to allow them to shelter in place during COVID-19. 326 individuals were served during this program.

Gilbert did also complete the acquisition and rehabilitation of one home during the 2020 program year using \$274,650 of HOME fund dollars. The home is a three-bedroom and is managed by ARM of Save the Family. These acquisitions bring the total number of permanent affordable rental homes in Gilbert to eighteen (18).

Finally, Gilbert leverages general fund dollars with non-profit providers to enhance services for Gilbert residents. In 2020-2021, 24 different non-profit organizations were assisted with funding for 24 programs totaling \$430,000. The organizations funded focused on families in crisis, low/moderate income individuals, the elderly/seniors, homeless individuals and families, special needs individuals, and youth.

## CR-10 - Racial and Ethnic composition of families assisted

Describe the families assisted (including the racial and ethnic status of families assisted).

91.520(a)

	CDBG
White	401
Black or African American	55
Asian	8
American Indian or American Native	3
Native Hawaiian or Other Pacific Islander	3
Other-Multi	0
<b>Total</b>	<b>470</b>
Hispanic	146
Not Hispanic	324

**Table 2 – Table of assistance to racial and ethnic populations by source of funds**

In addition, the Heritage Center served the following demographics. White: 7262; Black/African American: 1794; Asian:456; American Indian/Alaskan Native:241: Native Hawaiian/Other Pacific Islander:65; American Indian/Alaskan Native and White: 4: Asian and White:7; Black/African American and White: 9; Other: 4841. This included 5658 of Hispanic ethnicity as well.



## CR-15 - Resources and Investments 91.520(a)

### Identify the resources made available

Source of Funds	Source	Resources Made Available	Amount Expended During Program Year
CDBG	public - federal	\$1,172,956	\$777,559
Other (CDBG-CV)	Public-federal	\$568,026	\$453,373.88
Other (CDBG-CV3)	Public-federal	\$1,125,188	0

Table 3 - Resources Made Available

### Narrative

In program year 2020, the following was expended on projects/activities:

- \$ 208,879.47 supported the ADA Sidewalk Repair project
- \$ 106,562.11 Heritage Center exterior renovation
- \$ 91,833.04 Fair Housing presentation and Administration
- \$ 370,284.49 Emergency and Minor Home Repair program in addition \$ 39,300 in CV1 Funds and \$18,854 in CV3 funds to meet the demand for service.
- \$ 453,373.88 CDBG-CV funds for public services

\$430,000 in general fund dollars to support 24 different social service programs provided by 24 organizations to Gilbert residents.

Gilbert acquired and rehabilitated 1 home in program year 2020 using a total of \$274,650 HOME funds. Gilbert contracts with ARM of Save the Family and these acquisitions brings the total number of permanent affordable rental homes in Gilbert to seventeen (18).

Gilbert also received an additional allocation of CDBG-CV3 in the amount of \$1,125,188 with contracts beginning in May 2021.

### Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
Heritage District	0	0	ADA design for Heritage Exterior and Heritage District Zone 5 sidewalks
Town-wide	0	0	Services are provided to income eligible residents town-wide

Table 4 – Identify the geographic distribution and location of investments

**Narrative**

The Town of Gilbert did not propose allocating investments geographically but utilizing funds in eligible areas, however the Heritage District continued to be the focus of CDBG funds for ADA repairs and renovation. The Heritage District area includes U.S. Census Tracts 422401.2 which contains 76.67% low to moderate income residents.

The Emergency and Minor Home Repair (EMHR) program does assist qualifying resident's town wide.

## **Leveraging**

**Explain how federal funds leveraged additional resources (private, state and local funds), including a description of how matching requirements were satisfied, as well as how any publicly owned land or property located within the jurisdiction that were used to address the needs identified in the plan.**

The Town of Gilbert partners with local and regional non-profit partners to implement and administer many of the housing and human services programs in Gilbert. As such, non-profit partners are able to leverage Gilbert funds with other private, state, and local funds to provide additional services and support for Gilbert residents receiving assistance through the program.

If a non-profit provider is a recipient of Gilbert HOME funds, they are required to provide the non-federal match before receipt of HOME funds. Match funds are documented and monitored to ensure federal regulations are followed. In program year 2020, ARM of Save the Family, Gilbert's recipient of HOME funds was committed to a total of \$68,662.50 non-federal match to assist in purchasing and rehabilitating two permanent affordable rental homes in Gilbert. However, with the impact of the pandemic, ARM of Save the Family and Gilbert utilized the waiver granted by HUD through the CARES Act for \$68,662.50 due to the timing of the purchase.

## CR-20 - Affordable Housing 91.520(b)

Evaluation of the jurisdiction's progress in providing affordable housing, including the number and types of families served, the number of extremely low-income, low-income, moderate-income, and middle-income persons served.

	One-Year Goal	Actual
Number of Homeless households to be provided affordable housing units	0	0
Number of Non-Homeless households to be provided affordable housing units	1	1
Number of Special-Needs households to be provided affordable housing units	0	0
<b>Total</b>	<b>1</b>	<b>1</b>

Table 5 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	0	0
Number of households supported through The Production of New Units	0	0
Number of households supported through Rehab of Existing Units	50	75
Number of households supported through Acquisition of Existing Units	1	0
<b>Total</b>	<b>51</b>	<b>75</b>

Table 6 – Number of Households Supported

**Discuss the difference between goals and outcomes and problems encountered in meeting these goals.**

Gilbert typically partners with a non-profit organization to purchase and rehabilitate one single family dwelling unit each year to be used as permanent affordable rental housing. Although the market was challenging, Gilbert finalized the acquisition one home in 2020 and has thereby increased Gilbert's affordable rental housing stock from 17 to 18 units meeting its goal.

The Emergency Minor Home Repair exceeded its goal of serving 50 homeowners by assisting 75 residents and the program had already met the expected number of households over the five-year plan. July 2020 proved to be extremely demanding with record breaking excessive heat in conjunction with COVID-19 restrictions and attempting to keep people safe in their own homes. Furthermore, the allocated funding of \$350,000 was utilized on the program and additional funding of \$20,284 from administration, \$39,300 from CV-1 funds as well as \$50,000 in CV-3 funds in order to meet and complete

the demand for service of the 75 homeowners who requested assistance. Noting that COVID-19 continued to have an impact and residents needed a safe place at home, an additional \$50,000 in CV-3 funds were allocated to the program in expectation of meeting ongoing needs.

Although Gilbert does not utilize funds through CDBG or HOME for rent assistance, general funds are provided to the local Gilbert Community Action Program (CAP) office that provides emergency financial assistance to help individuals and families avoid eviction and prevent homelessness. Gilbert awarded the CAP office \$123,000 in 2020 and the CAP office utilized all of the available funding sources.

In addition, Gilbert allocated \$125,200 in general fund dollars to support eight organizations that provided services to the homeless including emergency and transitional housing. The organizations included Catholic Charities, Child Crisis Center, A New Leaf (Family Shelter and Men's Center), the House of Refuge, Chrysalis, Central AZ Shelter Services, Community Alliance Against Family Violence and Save the Family whom combined assisted 122 individuals with housing needs.

Furthermore, Gilbert funded Aster Aging, Mercy Housing, About Care, Aid to Adoption of Special Kids (AASK), Junior Achievement of Arizona, Best Buddies, Big Sisters-Big Brothers, and the Boys and Girls Club. Each of these organizations work with children, the disabled or the elderly. The EMHR program, which utilizes CDBG funds, assisted 18 elderly and 18 disabled individuals with their home needs. The outside organizations were provided \$181,800 in general funds.

**Discuss how these outcomes will impact future annual action plans.**

Gilbert continues to look strategically at how to best utilize CDBG funds for housing needs. With the limited dollars available, the focus has been on increasing the affordable rental home stock in Gilbert, assisting low and moderate income homeowners to allow them to stay in their homes, and leveraging general fund dollars to support entities that are able to provide additional housing resources for Gilbert residents. The funding partnership with East Valley Adult Resources, Mercy Housing and About Care, organizations whose mission is empower independent living, resulted in 281 unduplicated residents receiving assistance that allowed them to stay in their home. Gilbert is committed to keeping affordable housing as a priority consideration and continues to work toward finding additional resources to assist homeowners in need.

**Include the number of extremely low-income, low-income, and moderate-income persons served by each activity where information on income by family size is required to determine the eligibility of the activity.**

Number of Households Served	CDBG Actual	HOME Actual
Extremely Low-income	38	0
Low-income	26	7
Moderate-income	11	0
<b>Total</b>	<b>75</b>	<b>0</b>

**Table 7 – Number of Households Served**

**Narrative Information**

The Emergency and Minor Home Repair program served 75 income qualified households this past fiscal year, an increase from the prior year. All participants are required to be homeowners, not renters. Of these, 10 were female head of household, 18 were elderly and 18 were handicapped or disabled. The single family dwelling unit purchased to be used as permanent affordable rental housing has a requirement of serving a family that is low income (60% or below AMI) and is a renter, not an owner.

## **CR-25 - Homeless and Other Special Needs 91.220(d, e); 91.320(d, e); 91.520(c)**

**Evaluate the jurisdiction's progress in meeting its specific objectives for reducing and ending homelessness through:**

### **Reaching out to homeless persons (especially unsheltered persons) and assessing their individual needs**

Gilbert continues to participate in the Maricopa County Regional Continuum of Care (CoC) and is a member of the Maricopa Association of Governments (MAG). Gilbert provides support to the Maricopa Continuum of Care and regional homeless service providers including:

- A New Leaf (emergency shelters for homeless men, women and families)
- House of Refuge (transitional housing for families)
- Central Arizona Shelter Services (Regional Emergency Shelter for Homeless Men, Women, & Children)
- Catholic Charities Community Services (domestic violence shelter)
- Child Crisis Center (temporary housing for children)
- Chrysalis (domestic violence shelter)
- Community Alliance Against Family Violence (Domestic and Sexual Violence shelter)
- Save the Family (homeless families intervention program)

These programs helped 122 homeless Gilbert individuals and families including the chronically homeless, veterans and unaccompanied youth. Gilbert provided \$125,200 in general fund and voluntary donations to support these providers.

Gilbert typically participates and contributes data in preparation for funding to support the regional homeless assistance programs by participating in MAG's regional Point-In-Time Homeless Street Count. However, due to COVID-19, the PIT count was cancelled last program year. Gilbert is currently investing in a homeless study specific to Gilbert to obtain additional data in order to understand current issues. Gilbert is also participating with MAG in the Regional Homelessness discussions in the development of an action plan.

In addition, Gilbert contributed \$7,000 in funding to the non-profit organization, One Small Step/Clothes Cabin, whom focuses on providing laundry services, clothing, mailboxes and showers for the homeless.

## **Addressing the emergency shelter and transitional housing needs of homeless persons**

Homeless individuals' needs are assessed at a regional level by contacting a centralized intake system in which individuals information is taken, needs are assessed and appropriate placement to an emergency, transitional or other shelter/services are provided as available. The Town of Gilbert annually contributes general funds to regional homeless service providers in order for homeless Gilbert residents to receive assistance and shelter as needed.

The regional shelters including a New Leaf, CASS, My Sister's Place, Chrysalis and House of Refuge were supported financially by Gilbert to provide emergency and transitional shelter to homeless individuals and families and victims of domestic violence to avoid them living on the streets. A total of 122 Gilbert individuals received thousands of bed nights in a clean, safe environment. Gilbert also funded the Gilbert CAP office with \$709,304.11 from a combination of general, CDBG and CV funds to assist in providing emergency financial assistance to families in crisis and on the verge of being evicted therefore causing homelessness. A total of 2,799 Gilbert individuals and families received emergency financial assistance which included rent, mortgage or utilities assistance to help in alleviating a crisis and avoiding eviction or utility shut offs.

## **Helping low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families and those who are: likely to become homeless after being discharged from publicly funded institutions and systems of care (such as health care facilities, mental health facilities, foster care and other youth facilities, and corrections programs and institutions); and, receiving assistance from public or private agencies that address housing, health, social services, employment, education, or youth needs**

Although Gilbert does not have a specific transition plan for those who are discharged from publicly funded institutions such as health care facilities or mental health facilities, etc., staff work closely with both the fire and police departments to communicate Town staff resources and community resources available. In addition, as we outlined in our annual action plan, the Town of Gilbert committed to supporting the Gilbert Community Action Program (CAP) utilizing general funds. The CAP office provides emergency financial assistance, case management and referrals for other services to assist individuals and families from being evicted and becoming homeless. Those Gilbert households seeking financial assistance through the Gilbert CAP office typically have very limited or no cash resources to use as personal safety nets.

In addition, the Boys and Girls Club of Gilbert received \$75,000 in general fund dollars to assist in offering opportunities to low- and moderate-income Gilbert working parents. The program helps by providing childcare for the working parents while providing a safe and educational environment for their school-aged children. Gilbert continues to partner with the City of Mesa to offer the VASH program in Gilbert to assist veterans with housing needs. Finally, Gilbert funds About Care who assists with transportation and basic needs for those being discharged from the hospital.



**Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to permanent housing and independent living, including shortening the period of time that individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again**

It is generally less expensive and more effective to prevent a problem before it becomes a problem than it is to solve a problem once it already exists. It is important to the town that all of its residents flourish in our community. Because of that, making sure that low income individuals and families avoid the perils of becoming homeless and are given opportunities to thrive is essential to the town's mission which is "anticipate, create and help people."

Last year, Gilbert selected many nonprofit organizations that would provide services to our low income Gilbert residents. Some of the services that were provided last year were from organizations such as the Boys and Girls Club, who provided low to no cost after school child care for working parents who are not able to afford the high cost of regular daycare. Big Brothers and Big Sisters and Aid to the Adoption of Special Kids were also funded by Gilbert and offered mentoring programs to Gilbert youth, focusing on connecting at-risk kids with a strong adult role model that help the kids become better well-rounded individuals. Hope for Addiction was another recipient of funds and the organization provided support for those struggling with addiction and helping them transition and find a new life free from addiction including support in job searching, housing, schooling, financial guidance, court and counseling services. Gilbert also chose to fund United Food Bank, Midwest Food Bank, Open Arms Care Center and Matthew's Crossing Food Bank whom provide support to families in need who then do not have to choose between paying rent or buying food.

Gilbert supports the regional efforts of the CoC, the Continuum of Care. This group has identified goals to end homelessness, which includes mechanisms to ease the transition for people exiting emergency and transitional housing to permanent supportive housing. Actions include continuing case management and wrap-around supportive services for individuals who have found permanent supportive housing to assist with the transition and to alleviate any obstacles that may occur which would cause them to lose their permanent housing and return to emergency or transitional housing. Gilbert's community needs assessment identified homeless individuals and families as the fifth prioritized population group needing additional services which continues to keeps Gilbert's focus on supporting regional homeless services and domestic violence programs that provide emergency shelter, transitional shelter and support services to Gilbert's residents. In regards to veterans, Gilbert is home to the Southeast VA Health Care clinic and the Town has recently created the Veterans and Military Advisory Board whose mission is to create a supportive Town atmosphere and examine issues affecting the health and well-being of service members, veterans, and their families. Furthermore, Gilbert finalized the extension of an agreement with Mesa to utilize VASH vouchers in Gilbert.

Gilbert supports the regional efforts of the CoC, the Continuum of Care. This group has identified goals to end homelessness, which includes mechanisms to ease the transition for people exiting emergency and transitional housing to permanent supportive housing. Actions include continuing case management and wrap-around supportive services for individuals who have found permanent supportive housing to assist with the transition and to alleviate any obstacles that may occur which would cause them to lose their permanent housing and return to emergency or transitional housing. Gilbert's community needs assessment identified homeless individuals and families as the fifth prioritized population group needing additional services which continues to keep Gilbert's focus on supporting regional homeless services and domestic violence programs that provide emergency shelter, transitional shelter and support services to Gilbert's residents. In regards to veterans, Gilbert is home to the Southeast VA Health Care clinic and the Town has recently created the Veterans and Military Advisory Board whose mission is to create a supportive Town atmosphere and examine issues affecting the health and well-being of service members, veterans, and their families. Furthermore, Gilbert finalized the extension of an agreement with Mesa to utilize VASH vouchers in Gilbert.

## **CR-30 - Public Housing 91.220(h); 91.320(j)**

### **Actions taken to address the needs of public housing**

The Town of Gilbert does not have its own Housing Authority therefore there are no Public Housing or Section 8 programs based in Gilbert. Gilbert falls under the jurisdiction of Maricopa County's Section 8 program, which assists participants located in Gilbert and there are approximately 60 vouchers in use. The Town has no immediate plan to establish a Housing Authority to administer Public Housing and Section 8 programming in Gilbert. This is due to the high administrative cost of operating the program compared to the number of units that would be allocated to Gilbert and no increased benefit from HUD in the form of additional vouchers or funding.

### **Actions taken to encourage public housing residents to become more involved in management and participate in homeownership**

The Town of Gilbert does not have any public housing. However, Gilbert continues to strive to keep residents in their own homes by offering the emergency and minor home repair program to low and moderate income homeowners. In addition, Gilbert provides general fund dollars to East Valley Adult Resources, About Care and Mercy Housing Southwest whose mission is to empower and support Gilbert older adults and their families to remain independent and engaged in our communities by being able to stay in their own homes.

### **Actions taken to provide assistance to troubled PHAs**

The Town of Gilbert does not have a public housing administration.

## **CR-35 - Other Actions 91.220(j)-(k); 91.320(i)-(j)**

**Actions taken to remove or ameliorate the negative effects of public policies that serve as barriers to affordable housing such as land use controls, tax policies affecting land, zoning ordinances, building codes, fees and charges, growth limitations, and policies affecting the return on residential investment. 91.220 (j); 91.320 (i)**

Gilbert partners with Affordable Rental movement (ARM) of Save the Family to administer our permanent affordable rental housing program in Gilbert. ARM uses our allocated HOME funds to purchase, rehabilitate and rent one single family attached Gilbert home to a financial eligible family. Household members may also participate in supportive services including money management, increasing employability, and pursuing education.

**Actions taken to address obstacles to meeting underserved needs. 91.220(k); 91.320(j)**

Gilbert identified the obstacles as the on-going maintenance needs and replacement costs of the older built environment in north Gilbert, the aging of homes in north Gilbert, and increased need for services due to population growth.

To address the identified obstacles, Gilbert targeted capital improvements and services in the Heritage District, specifically improving the accessibility to the Heritage Center that offers social services. In addition, Gilbert also focused on continuing the use of general fund dollars to non-profits with who are providing supportive services to low- and moderate-income residents and providing emergency and minor home repairs to all Gilbert homeowners.

**Actions taken to reduce lead-based paint hazards. 91.220(k); 91.320(j)**

The majority of Gilberts housing stock was built after 1990. Gilbert's Emergency and Minor Home Repair program is the mechanism utilized by Gilbert to address lead based paint hazards. For last fiscal year, Gilbert assisted 13 homeowners whose homes were built prior to 1978 and completed an on-site inspection done by an EPA certified Risk Assessor. This check is coupled with the environmental review.

In addition, Gilbert has in place that any program that utilizes CDBG or HOME funds is researched to obtain the year in which the home was built. Each home older than 1978 is inspected by a certified Lead Based Paint inspector to ensure there are not hazards appearing on the property. If such hazards are present, Gilbert will contract with a consultant to test the level of lead based paint hazard to determine the appropriate mitigation techniques.

### **Actions taken to reduce the number of poverty-level families. 91.220(k); 91.320(j)**

Gilbert supported various public service programs with its own general funds to assist in reducing the number of poverty level families. Specifically, Gilbert funded programs that focused on providing emergency financial assistance to prevent eviction and utility shut offs, employment training and job search information, child care assistance, and case management. These vital services assisted persons in maintaining their housing, employment and offering a stable environment for dependents.

### **Actions taken to develop institutional structure. 91.220(k); 91.320(j)**

The Town Manager's office houses the Community Resources section, which administers and implements the plan through partnerships with public and private entities. An Assistant Town Manager oversees the Community Resources team. This year a new position was added to the team, Volunteer and Community Resources Manager. The Manager oversees the Community Resources Supervisor, who in turn is responsible for the administration of the CDBG and HOME programs. The Housing Rehabilitation Specialist is responsible for managing the Town's Emergency and Minor Home Repair Program and is a direct report to the Supervisor. This section also works with the Town's Capital Improvement Project team (CIP), Parks and Recreation staff, and private consultants and contractors to carry out infrastructure projects. Most activities are performed by contractors or contracted service providers (Providers) and governed by binding contracts entered into between the Provider and the Town of Gilbert. The contract contains a scope of work, schedule of completion, budget and operational provisions through which Gilbert can determine provider compliance with all applicable regulations, and performance measures.

Prior to the renovation of Page Park Center, now Heritage Center, there were few non-profit social services located in the Town of Gilbert. With this facility, Gilbert's institutional structure has been enhanced and the intent was to continuing partnering with regional service providers to bring in additional services. The continuation of the pandemic did curtail on site activities, but with continued effort providers are finding ways to more effectively and efficiently serve those in need, without having a physical presence. Gilbert continues to try and bring these groups together and has launched the East Valley Resource Coalition to create stronger collaborations among providers. The Town has also partnered with MAG in regional planning activities that identify strategies for overcoming regional homelessness, transportation issues, domestic violence, and aging services. Finally, Gilbert participated in volunteer recruitment, days of service, and engages the faith community to assist in areas where service providers need assistance in outreach.

### **Actions taken to enhance coordination between public and private housing and social service agencies. 91.220(k); 91.320(j)**

Gilbert continued to collaborate with public and private housing and social service agencies to meet the goals and objectives of the Consolidated Plan. This included attending MAG and HOME meetings, special meetings and/or participation on relevant task forces such as the Mayor's One Gilbert Youth Suicide

Prevention group, Gilbert for Our City, and various stakeholders involved in the Heritage Center.

**Identify actions taken to overcome the effects of any impediments identified in the jurisdictions analysis of impediments to fair housing choice. 91.520(a)**

Gilbert is a member of the Maricopa County HOME Consortium and participated in the Regional Analysis of Impediments to Fair Housing Choice. The analysis found that the cost of affordable housing limits housing choice. Gilbert continues to utilize its HOME funds to provide additional affordable housing within Gilbert as recommended. Maricopa County Housing Authority administers Section 8 housing choice vouchers on behalf of Gilbert. Vouchers may be used by participants Town-wide, which decreases the opportunity of poverty concentration in specific areas of Gilbert. Gilbert has three Low Income Housing Tax Credit multi-family apartment complexes that are all located on public transit routes.

In 2019 Gilbert approved a zoning ordinance amendment creating a new Multi Family – High zoning district that allows for greater density of multifamily. With the high cost of land, this allows for greater development potential in appropriate locations throughout the Town.

Gilbert has seen an increase in residential density and multi-family residential uses. As of 2019, Gilbert had an inventory of 10,709 multifamily housing units and construction is underway on multiple multi-family projects. It is anticipated that multifamily units will continue to be developed in Gilbert including 3-story duplex residences in the Heritage District, multi-family by the SanTan mall and Cooley Station and other mixed-use development throughout Gilbert.

Furthermore, in our 2020 General Plan that was approved by a public vote in August, Gilbert set a goal to have a greater diversity of housing types and densities, retail and commercial centers, and employment opportunities into identified growth areas where significant change is foreseeable. The intent of the policy is to promote a greater variety of land uses within these areas to maximize the function of the Town's limited land resources and reduce automobile dependency by concentrating development within walkable, bicycle friendly and/or transit-accessible geographic areas. Comparing data on multi-family over the past 10 years there was an increase from approximately 9.8% in 2009 to 11.4% in 2019.

## **CR-40 - Monitoring 91.220 and 91.230**

**Describe the standards and procedures used to monitor activities carried out in furtherance of the plan and used to ensure long-term compliance with requirements of the programs involved, including minority business outreach and the comprehensive planning requirements**

Gilbert employs a Community Resource Supervisor to administer all CDBG and HOME funded projects and contracts plus a Housing Rehabilitation Specialist to administer the Emergency and Minor Home Repair Program. It is the responsibility of these positions to ensure compliance with requirements of the programs involved and create the comprehensive planning requirements.

The Town of Gilbert utilizes standards to monitor all CDBG funded activities to ensure long-term compliance of regulations. Each program/project funded with CDBG is reviewed to ensure it meets national CDBG objectives and complies with CDBG eligibility. A public process is utilized to determine funding priorities, strategies and goals for use of CDBG funds that aligns with both Town Council priorities and Town Strategic Initiatives. Each funded activity must enter into a contractual obligation with Gilbert to ensure that contracted services and Scope of Work activities are carried out as agreed-to, and to ensure compliance with federal regulations. This includes a subcontractor requirement to provide outreach to minority and Section 3 businesses when applicable. Documentation is provided from subcontractors to include outreach efforts and procurement of minority and Section 3 businesses for a CDBG funded project.

Each project is analyzed for eligibility, past performance, community impact and measurable outcomes that must ultimately benefit the Town of Gilbert. An environmental review is completed as necessary for each project and a Notice to Proceed is issued prior to any federal funds being expended.

Organizations contracted for services must report activities every quarter identifying program demographics and status of measurable outcomes as specified in their funding contract. In addition, financial reimbursements are required monthly with appropriate back up demonstrating that expenses were incurred for appropriate line items and that budgetary requirements are being met.

The program supervisor attended various HUD-sponsored training sessions as well as participated in webinars during 2020-2021. These efforts were to ensure staff remains current with new and/or revised federal regulations regarding HUD funded programs. The housing rehabilitation specialist also attended training sessions and/or webinars including a 3-day Part 58 training.

For fiscal year 2020-2021, Gilbert completed internal spot checking of Emergency and Minor Home Repair client files to ensure compliance is maintained. Monthly review of budget and financial expenditures of the program are completed and discussed among staff to ensure annual budget projections are followed. In addition, Gilbert completes an annual risk assessment to determine whether contracts need an on-site monitoring or desk monitoring. Monitoring is done annually to

review demographics and rental compliance for the affordable rental program and on site monitoring is conducted every two years. A HOME Consortium monitoring tool is utilized to ensure all regulations, contract provisions and budgetary expectations are completed and is scheduled for this year. However due to the pandemic, the on-site monitoring was delayed indefinitely. On site monitoring is typically conducted every two years.

In addition, CDBG funds were utilized to contract with outside contractors to complete the design of the sidewalk and Heritage District exterior improvements. Bi-weekly meetings took place to ensure measureable goals and budgets were being met and on schedule.

### **Citizen Participation Plan 91.105(d); 91.115(d)**

#### **Describe the efforts to provide citizens with reasonable notice and an opportunity to comment on performance reports.**

Gilbert's fiscal year 2020-2021 CAPER report was posted on Monday, September 27, 2021 through Monday, October 11, 2021. Solicitation of public comments and notification of where to find the report is publicized on Gilbert's Facebook page, through Gilbert's Twitter account, and Gilbert's Home page. It was determined this was a more widely utilized mechanism to encourage public comment rather than posting in a public newspaper. A hard copy of the report was available for viewing at the Southeast Regional Library, Town of Gilbert Offices, Gilbert Community Center and Gilbert Heritage Center. One comment was received on social media in regards to funds spent on the Homeless Study.



## **CR-45 - CDBG 91.520(c)**

**Specify the nature of, and reasons for, any changes in the jurisdiction's program objectives and indications of how the jurisdiction would change its programs as a result of its experiences.**

Gilbert has stayed true to its primary goals set forth in the Consolidated Plan, including expending additional funds on the emergency and minor home repair program, working on the design for construction of the ADA sidewalk repair and master plan design for the exterior renovation of the Heritage Center.

In addition, Gilbert did add public services to the 2019 Annual Action Plan through a substantial amendment. Due to COVID-19, Gilbert received an allocation of \$586,029 in CDBG-CV funds as well as \$1,125,118 in CDBG-CV3 funds and subsequently allocated them in support of public services in response to pandemic. Specific services included Senior Meals, Domestic Violence Court Advocacy, Rent and Utility Assistance and Economic Development.

**Does this Jurisdiction have any open Brownfields Economic Development Initiative (BEDI) grants?**

No

**[BEDI grantees] Describe accomplishments and program outcomes during the last year.**